

## **CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)**

1. **TITLE:** (B101) Office of Procurement IT Customer Support, Consultation & Training

<b>TA No:</b>	293-Rev3	
<b>Task Area Monitor:</b>	<b>Alternate Task Area Monitor:</b>	
<b>NASA POC:</b>	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Recurring Task	

### **2. BACKGROUND**

None required.

### **3. OBJECTIVE**

None required.

### **4. GENERAL IT SUPPORT SERVICES**

#### **Customer Support and IT Consultation and Training:**

The contractor shall provide support and maintenance for IEMP modules and other related procurement business systems that are in production. Support shall be provided by persons knowledgeable of the Federal Solution, and the preference is knowledgeable of NASA's solution. For those individuals who do not currently have this knowledge, they should be willing to travel extensively to the NASA IEMP Competency Center to obtain this knowledge as quickly as possible. The following IEMP modules will be supported under this task:

- \* Core Financial (SAP)
- \* Contract Management Module (CMM)

1. Super User Support - The contractor shall support the LaRC Super Users in the SAP and CMM areas by performing the following activities:

- \* Create/maintain SAP Purchase Requisition, Purchasing Group, and invoice workflow release strategy configurations
- \* Create/maintain CMM User Groups
- \* Provide ongoing user IEMP SAP/CMM instruction and support considering procurement policy and procedures and system capabilities/functionality
- \* Understand the business processes and field "how to" questions directly or as they are received through the Help Desk and/or from Office of Procurement personnel
- \* Assist the IEMP Competency Center and Super Users in troubleshooting problems
- \* Test changes and new functionality upon request by the IEMP Competency Center or LaRC Procurement Super User Leads

- \* Act as the liaison between the functional offices and the Procurement CBPL
- \* Coordinate activities, e.g. document reversals, across organizational boundaries
- \* Keep apprised of current functional process changes and issues via regular Agency Super User teleconferences with the IEMP Competency Center
- \* Assist in developing and communicating process/policy/system changes to end users and coordinate changes with other IEMP sub-processes, as needed
- \* Conduct instructor-led training and assist user training needs
- \* Interact with the network of LaRC Super Users; assist them in month-end, year-end and day-to-day activities
- \* Enter Service Requests for Procurement end users as needed to report problem/fixes or to correct actions
- \* Reconcile (a) AMS data with SAP data, (b) SAP data with CMM data, and (c) all source data with Procurement's reporting tool/system(s) - will require ability to run, as a minimum, AMS, SAP, CMM and/or BW reports; understanding the data obtained from these reports; and working with cognizant OP personnel to reconcile differences between the systems. The latter may require coordinating document reversal activity amongst Finance, Logistics, Procurement, and Requisitioners.

2. Training Support - The contractor shall support the Center Training Office by providing trainers for instructor-led refresher training, new-user training, and current-user training for users mapped to new roles. Additionally, the contractor shall provide training for new or altered capabilities in planned upgrades and patches to the IEMP production modules. Depending upon an upgrade's impact to the end-user community, the contractor's activities could include updates to or development of LaRC training materials and job aids, changes to data in a training database, and hosting supported work sessions, as necessary.

3. Testing Support - The contractor shall provide business process knowledge and testing expertise to support functional and regression testing activities that are required as a result of upgrades or patches to the IEMP production modules and/or their interfaces to LaRC systems. Test scenarios or procedures will be developed as necessary, and test results will be documented.

4. Reporting Support - The contractor shall provide report creation, generation, and investigation support. Specific report requirements will be conveyed by the TM, or Alternate TM. Data needed to meet the requirements will reside in one of the aforementioned systems.

5. P-Card Validation Task - As part of NASA's implementation of the IEMP Core Financial module, government purchases via credit cards are handled through an interface between the Agency's bankcard vendor's electronic invoice system, P-Card system and SAP. Due to a variety of reasons, P-Card transaction data reconciled with the bankcard vendor's billing information does not balance with the SAP-created Purchase Orders. As a result, an Agency-wide validation process has been developed to detect the variances. The contractor shall be responsible for performing the validation tasks, which will occur after the bankcard transactions are reconciled by the cardholders and approved by the approving officials.

For approximately the first 7 months of this task, simultaneous reconciliation activities will be completed which the contractor shall validate. The first reconciliation process will typically begin around the 16th of each month, and users are allowed an average of 4 days to complete the reconciliation and approval steps. Once this is completed, the validation process can begin and must be completed no later than the 10th of the next month in order

to enable timely payment through SAP by NASA NSSC's Financial Management Accounts Payable Office. The second reconciliation process will typically begin around the 25th of each month, and users are allowed an average of 4 days to complete the reconciliation and approval steps. Once this is completed, the validation process can begin and must be completed no later than the 19th of the next month in order to enable timely payment through SAP by NASA NSSC's Financial Management Accounts Payable Office. Beginning the 8th month of task initiation, the contractor shall only complete the validation process for the first reconciliation activity.

The bankcard validation process is fully documented. Using these standard processes and the EAI File Upload Tool Reports, the Contractor shall be responsible for completing the monthly validation of P-Card Transactions according to the time line outlined above. The objective of the validation shall be to "balance" the different sources of information so that there are no outstanding debits or credits that would have to be paid or credited outside of SAP.

The Contractor will forward all trouble tickets related to bankcard to the LaRC Purchase Card Coordinator for resolution. The Contractor will be responsible for updating the trouble ticket system with status and resolution of the applicable trouble ticket(s).

6. Closeout Support - The contractor shall perform the following closeout activities:

a. Monitor and ensure expired award files and electronic records are (1) transferred to the Closeout Contractor or (2) extended by the cognizant buyer. ?Expired? awards are defined as those documents whose period of performance, i.e. validity end date, has past. Maintain monthly metrics to reflect progress.

b. Facilitate the transfer of civil servant retained files to the Closeout Contractor by providing LMS-OP-4531 and/or LMS-OP-4538 closeout documentation support, e.g. obtaining LF P230s. Initiate and monitor technical representative completion of the final NASA Form 1680, Evaluation of Performance, for all non-award fee acquisition instruments over \$100,000. Upon receipt of the completed evaluation, transmit information to cognizant buyer/CO for their review, comment, and input into the Agency's past performance database.

c. Monitor outstanding Un-Liquidated Obligations (ULOs) focusing on current Agency/Center priorities and coordinating with the LaRC Office of Chief Financial Officer (OCFO) as appropriate. Specifically, conduct ULO reviews to determine root causes (e.g. system limitations, process/policy hindrances) and implement appropriate resolution actions (e.g. create modifications, request SAP Transaction Code MR11, request final invoices, document files) as agreed upon by the Task Manager, or designee. ULOs are defined as obligations, made by an authorized government representative, that have not been fully disbursed to the vendor. However, for the purposes of this task, ULOs existing due to certain financial transactions (e.g. payment discounts) shall not be resolved, but documented as the rationale for ULO existence. On the other hand, ULOs created due to the posting of credit invoices (memos)/refunds shall be investigated and resolved. Maintain monthly metrics, as defined by the alternate Technical Monitor, to reflect progress.

d. Monitor and document resolution (e.g. disbursement, deobligation) of cancelling funds across OP awards. Inform LaRC OCFO of all awards, with associated amount, that require MR11s solely for the purpose of removing cancelling funds to satisfy fiscal year end system requirements. (OCFO personnel are responsible for submitting cancelled payable MR11s for

this purpose.) Maintain an updated listing of these accrued liability awards to track which prior year liabilities may be removed by OCFO upon award closure. Cancelling funds are defined as appropriation accounts in which the balances and authority to disburse will cancel in that fiscal year, generally 6 to 7 years after the fund was established. (For a listing of cancelling funds, refer to the appropriate Enterprise Performance Support System, SAP ? Core Financials, Standard General Ledger job aid.) After an account is closed, any obligations or adjustments must be paid from a current appropriation available for the same purpose.

e. Organize closeout stand-down activities to include, but not be limited to, identifying focus, conducting training, and tracking progress.

f. Maintain and report monthly closeout metrics to include, but not be limited to, leadtimes for closing awards based upon award type, date sent to closeout, and date all closeout actions were completed. Track total amounts deobligated, by award document number, as a result of the closeout activity. Reports shall be provided to the alternate technical monitor 5 working days after calendar month end in a spreadsheet format compatible with the current ODIN standard for Microsoft Office.

g. Act as focal point for all LaRC OCFO questions related to ULOs, closeout document status (e.g. awaiting final invoice for CPFF), anticipated document closure date, etc.

7. Invoice Escalation Support - The contractor shall act as LaRC OP's Point-of-Contact (POC) for responding to all NASA Shared Services Center (NSSC) invoice escalation and funding request inquiries by performing the following activities:

a. Receive and monitor resolution of invoice escalation requests/challenges.

b. Confirm invoice approval/concurrence remains pending.

c. Escalate NSSC system invoice review requests originally routed to a technical representative for action to cognizant buyer for resolution.

d. Escalate SAP invoice approval requests originally routed to a NASA LaRC CO no longer employed, or absent for extended periods of time, to cognizant OP Branch Head for resolution.

e. Elevate SAP invoice approval requests originally routed to NASA LaRC CO for approval for action.

f. Assist with invoice routing resolution options.

g. Receive, download, forward, monitor and/or obtain concurrence/award action or non-concurrence from cognizant buyer personnel for NSSC funding requests.

h. Prior to forwarding any funding request actions to cognizant buyer for action, conduct an analysis of the information available within the procurement systems to determine if the request is valid (e.g. invoices or cost posted incorrectly). Forward perceived valid requests to the cognizant buyer for a response.

i. Record appropriate response in NSSC system. If a funding award action is required by the

cognizant buyer, update the appropriate NSSC system log with status, but withhold final system action until such time as the award is released. Invalid requests shall be annotated with the rationale used to determine inappropriateness, e.g. incorrect award number cited on invoice, return to vendor for correction.

#### **General IT Support Services Performance Metrics**

Performance Standard: Required status reporting is complete, understandable, and provided on the due date.

Performance Metrics:

- Exceeds: Status reporting is error free, complete, and provided on the due date. Significant improvements have been made in the clarity of the status reports.
- Meets: Weekly/monthly status reporting is complete with only minor errors noted and provided within 8 business hours after the due date.
- Fails: One or more required monthly status report components are not available or errors are noted or later than 24 business hours after the due date.

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete.

Performance Metrics:

- Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.
- Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better
- Fails: Any of the requirements of this subsection are not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: The contractor is responsive to customer service requests during the evaluation period.

Performance Metrics:

- Exceeds: Contractor responds to customer requests 8 business hours of receiving the request.
- Meets: Contractor responds to customer requests within 24 business hours of receiving the request.
- Fails: Contractor does not respond to customer or responds to the customer request after 24 business hours of receiving the service request.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

There will be a joint review of the work of this task at meetings to be held every other month, on the first Wednesday of the scheduled month. The following persons or their alternates are required to attend: NASA technical monitor and Contractor Task Lead. Performance, timeliness, cost, and staffing will be discussed.

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 10/01/08 to 04/27/10

## **12. TECHNICAL PERFORMANCE RATING**

Quality of services performed and timeliness of responses are equally important for this task.

Quality: 50%    Timeliness: 50%

## **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

## **14. GOVERNMENT ESTIMATED COST**

## **15. FUNDING INFORMATION**

Funding last submitted on 07/09/2009.

#### **16. MILESTONES**

None required.

#### **17. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Reports	Refer to "Customer Support & IT Consultations and Training" for listing of deliverables and associated due dates.

#### **18. FILE ATTACHMENTS**

None.